

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Information Technology Job Family
IT Manager Competencies

Description of Work: The IT Manager is responsible for the leadership of a professional IT staff and the management of various monetary and technical resources assigned to the unit for the purpose of providing support to the unit's customers. The manager is responsible for recruiting, mentoring, counseling, and the disciplining of the employees within the unit. Further, the manager is responsible for the professional growth and development of the unit's staff. The manager may employ a number of strategies for supervising employees and may supervise staff directly and/or occasionally through a supervisor or technical lead.

The manager understands technology used in the unit's operations and its role within the enterprise. The manager is responsible for planning and directing activities as appropriate. S/he may be responsible for budget planning, providing input to higher-level managers regarding direction of work within the unit, and participating in the development of strategic direction for the organization. The manager contributes to the development of, and enforces operational standards for the unit.

Functional Competencies	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Plans and implements the delivery and improvement of services, staffing and resources. Actively provides oversight to work unit.	Plans and implements the delivery and improvement of services, staffing and resources, some of which may be at a higher, more operational level.	Directs higher-level planning, organizing and staffing. May coordinate plans directly or through subordinates. Contributes to strategic planning.
<i>Operational Leadership</i>	Contributes to operational direction of the organizational unit. Fosters environment that promotes open communication among supervisors, co-workers, and clients.	Utilizes experience and judgment to plan and accomplish goals. Measures accomplishments against organizational objectives. Fosters environment that promotes open communication among supervisors, co-workers, and clients.	Defines business strategies and contributes to the enterprise's mission and vision. Fosters environment that promotes open communication among supervisors, co-workers, and clients.
<i>Technical Leadership</i>	Uses technical understanding to direct and assist staff. Extracts and applies technical concepts to problem solving.	Possesses and applies expertise in technical area to direct and assist unit. Enhances organization capabilities through acquisition and application of new technologies.	Demonstrates vision and ability to proactively plan, implement and forecast for organizational success. Contributes to strategic planning with peers and upper management.
<i>Employee Development</i>	Assesses employee skills and conducts performance management processes. Demonstrates competence to coach. Promotes the career path of employees within the specified job family.	Coaches and promotes the enhancement of employee skills as appropriate to needs or work unit. Manages resources effectively to provide for employee training and growth.	Possesses and applies expertise in mentoring, coaching, conducting annual performance reviews, and managing total skill set of unit. Actively seeks resources and opportunities for employee training

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			and growth.
<i>Project Management</i>	Manages technical projects, primarily of limited scale. Manages resources and personnel (internal staff and contractors), and directs implementation efforts to completion.	Manages technical projects of varying scale. Demonstrates initiative in solving unexpected problems associated with projects.	Oversees and manages large scale and/or multiple projects.
<i>Consultancy Skills</i>	Consults with clients and appropriate higher-level technicians, analysts, specialists and vendors to facilitate client solutions using new or existing technologies. Understands the clients' needs and resource limitations through discussions with clients. Builds ongoing partnerships with clients. Meets with clients to discuss alternative technical solutions. Able to convey technical information to clients and promote understanding of relevant issues. Conducts follow-up where appropriate to ensure client satisfaction.	Consults with clients and appropriate higher-level technicians, analysts, specialists and vendors to facilitate moderate-level client solutions using new or existing technologies. Understands the clients' needs and resource limitations through discussions with clients. Builds ongoing partnerships with clients. Meets with clients to discuss alternative technical solutions. Able to convey technical information to clients and promote understanding of relevant issues. Conducts follow-up where appropriate to ensure client satisfaction.	Consults with clients and appropriate higher-level technicians, analysts, specialists and vendors to facilitate advanced-level client solutions using new or existing technologies. Consults with senior-level decision-makers on an on-going basis to discuss alternative technical solutions and long-term strategy. Understands the clients' needs and resource limitations through discussions with clients. Builds ongoing partnerships with clients. Meets with clients to discuss alternative technical solutions. Able to convey technical information to clients and promote understanding of relevant issues. Conducts follow-up where appropriate to ensure client satisfaction.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a four year college or university with a degree in information technology, engineering, telecommunications, computer science, or a field closely related to the nature of the position and four years of progressive experience in the field of information technology. Experience in the field of work related to the position's role may be substituted on a year-for-year basis. One year of additional experience in generally required to progress beyond the minimum level.

Degrees must be received from appropriately accredited institutions.

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